



Verizon
Wholesale Services
600 Hidden Ridge
Irving, TX 75038-3897

June 2, 2003

To: CLEC Billing Professionals

Re: BILLING INQUIRY PROCESS

Verizon announces the retirement of the faxed billing inquiry process effective August 4, 2003. Billing inquiries transmitted via fax after this date will be returned. Pending billing inquiries received via fax will be completed manually. The replacement of the manual fax process with a web-based application CLEC Billing Inquiry Tracking System (C-BITS) is a logical next step to improve responsiveness as we jointly eliminate operational costs. C-BITS allows you to create, modify, delete and retrieve a billing inquiry status on-line using Netscape Navigator 4.5 or Internet Explorer 5.0 or higher browser.

We are very interested in providing you every incentive to stop the exchange of paper. Access to C-BITS starts with the return of the C-BITS Access Request Form. The form is located at the Verizon Support Home Page at <http://www22.verizon.com/wholesale/clecsupport/>. When there,

- 1) select a state
- 2) click on WISE Support
- 3) click on Billing ID Request Form
- 4) complete the form
- 5) submit the form (*Note: The processing of this request may take up to 10 business days.*)

Once you receive your user ID and password, go to the Verizon Support Home Page at <http://www22.verizon.com/wholesale/clecsupport/> and follow the below steps to submit a billing inquiry:

- 1) select a state
- 2) click on WISE Support
- 3) click on C-BITS Billing
- 4) enter your user ID and password
- 5) submit

On the main menu bar in C-BITS, there is a 'help' link that will assist you further. If you have any questions, please go to the 'contact us' link and fill out the form and click on send.